

STANDARDS AND PROCEDURES		
ARIZONA DEPARTMENT OF ADMINISTRATION		IT DIVISIONS (ISD & ITSD)
Section:	06	Title: Information Security
Sub Section:	05	Title: Communications
Document:	03	Title: Email

1. STANDARD

ISD Security will establish standards for a secure electronic communications environment through proper e-mail use and protection controls.

1.1. Summary of Standard Changes

1.2. Purpose

The purpose of this standard is to provide guidelines to employees using electronic communications and messaging systems.

1.3. Scope

The standard applies to all employees using state computing resources and includes, but is not limited to electronic mail, facsimile services, and Internet.

1.4. Responsibilities

1.5. Definitions and Abbreviations

1.6. Description of Standard

The standard produces guidelines for the proper use of all electronic communications equipment.

1.7. Implications

Usage of state equipment must be authorized and the product of this usage is state property. All communications contain expressed user accountability for classification, protection, privacy and proper usage. To accomplish this, messages may be monitored. Users will guard against incidental disclosure and improper message forwarding. Users must be aware of Arizona Revised Statutes as they apply to retention and destruction of information.

1.8. References

1.9. Attachments

2. GENERAL E-MAIL PROCEDURES

2.1. Summary of Procedure Changes

2.2. Procedure Details

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- 2.2.1. Communications that are not strictly for business activities (notification of events, information of general benefit or promotion of good will, etc.) are approved by the sender's manager before issuance.
- 2.2.2. As evidence of compliance with E-mail usage standards, all users will submit as signed 'E-mail User Consent Form' to ISD Security.
- 2.2.3. Regardless of the circumstances, individual passwords are never shared or revealed to anyone.
- 2.2.4. Sensitive information is only sent in an encrypted form. If encryption is not available, another method of transferring the information is used.
- 2.2.5. Copyrighted materials are never sent or forwarded over e-mail unless the holder of the copyright has given written authorization.
- 2.2.6. Regardless of format, information is retained, stored, archived, and destroyed according to Arizona Revised Statutes.
- 2.2.7. All E-mail communications will be professional in content and in compliance with agency and statewide policy.
- 2.2.8. No E-mail communication will be created or sent that might constitute discrimination of any kind.
- 2.2.9. ISD will audit compliance and enforcement procedures (see Section 6 - ISD Security, Sub-section 3 - Information Security, Document 3 - Audit).
- 2.2.10. ISD will ensure yearly proper training, distribution of standards, technology, the means for auditing and enforcement of E-mail procedures by state employees.

2.3. References

GITA - Statewide E-mail Use Policy - E-mail Audit Guidelines

2.4. Attachments

User Consent Form

3. PRIVACY RIGHTS PROCEDURES

3.1. Summary of Procedure Changes

3.2. Procedure Details

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3.2.1. Except as otherwise specifically provided, employees will not intercept or disclose electronic communications.

3.2.2. Messages may be monitored by ISD to support operational, maintenance, security, and investigative activities.

3.2.3. Users will not forward messages without the sender's approval.

3.3. References

3.4. Attachments

(Sample)

E-MAIL USE POLICY

CONSENT FORM

I, _____, have read and understand the E-mail Use Policy for _____ (Agency Name) _____. I agree to comply with all terms and conditions of this policy.

I understand and agree that all network and information systems activity, conducted with state/agency resources, is the property of the _____ (Agency Name) _____ and the State of Arizona.

I understand that _____ (Agency Name) _____ reserves the right to monitor and log all network activity, including E-mail, with or without notice. I have no expectation of privacy in the use of these resources.

Signed: _____

Date: _____

LIABILITY

_____ (Agency Name) _____ makes no warrantee of any kind, whether express or implied, for the use of the E-mail system or electronic information resources. Additionally, _____ (Agency Name) _____ is not responsible for any damages, whatsoever, that employees may suffer arising from or are related to use of E-mail or electronic information resource.